

CLASS TITLE: Customer Services Supervisor

CHARACTERISTICS OF THE CLASS: Under general supervision, supervises a subordinate staff engaged in providing customer services in relation to a specific City service or programs; and performs related duties as required.

EXAMPLES OF DUTIES: Supervises a subordinate staff engaged in providing customer service; conducts training to orient staff in departmental policies, procedures and to ensure maximum productivity; evaluates staff on the disposition of problems and the dissemination of information; ensures that staff responses to inquiries/complaints are courteous, concise, accurate and appropriate by listening on the telephone line and through observation; monitors the customer waiting line to ensure an expeditious response to customer inquiries and problems; schedules vacations, lunch hours and rest periods for subordinate staff to maintain appropriate staff coverage; supervises the resolution of various disputed fees and debts; listens to customer complaints and attempts to resolve issues or render assistance during emergency situations; responds to atypical inquiries and disputes from irate customers by explaining departmental procedures and practices; notifies security and law enforcement personnel in the event of potential harm to public safety; initiates suggestions and procedures to improve the delivery of customer services; prepares summary reports regarding the number, frequency and types of inquiries and complaints handled by the section; may prepare written correspondence in response to detailed customer inquiries/complaints.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Three years of progressively responsible experience in rendering customer service, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of City departments, services and programs. Good knowledge of the methods and practices used in rendering customer service.

Ability to train, monitor and evaluate subordinate staff. Ability to communicate effectively with the general public both orally and in writing. Ability to resolve problems and conflicts.

Considerable human relations skills. Considerable skill in the application of judgment and tact in handling complaints. Considerable skill in dealing with difficult or irate citizens. Considerable oral and written communication skills.